



IMPACT 2010

www.esi-intl.com/IMPACT2010

Virtual Event Attendee Guide

Main Hall



Main Hall:

This is the starting point once you have logged into the virtual event.

From here, you can enter the learning halls by clicking a location on the map (left-hand navigation) or one of the links in the center of the main hall.

The event map can be expanded or collapsed, maximizing the scene. If desired, you can push the virtual pin to lock the event map in its expanded mode.

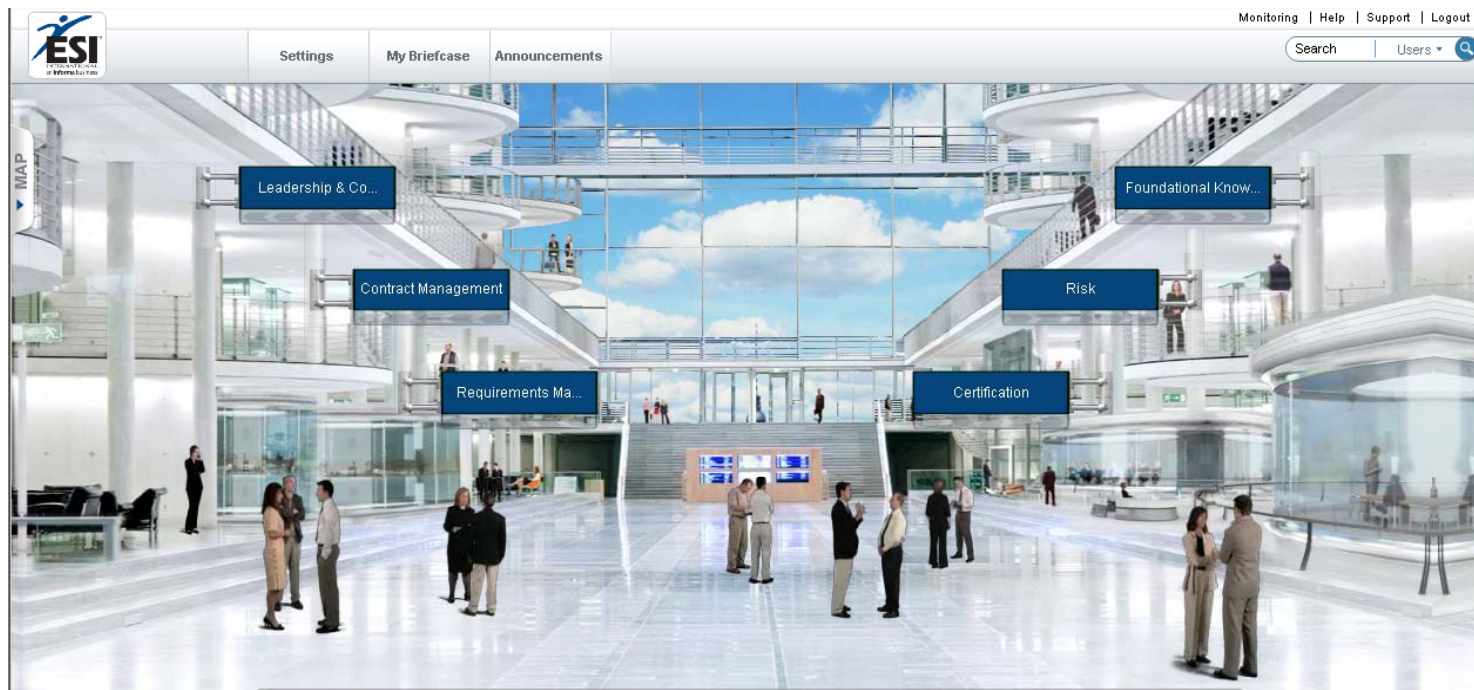


Selecting a booth



Learning Hall:

Once you select a hall you will see a list of topics covered in this section.
Click on a topic of interest to enter that specific learning booth.



Inside a Booth – An Overview



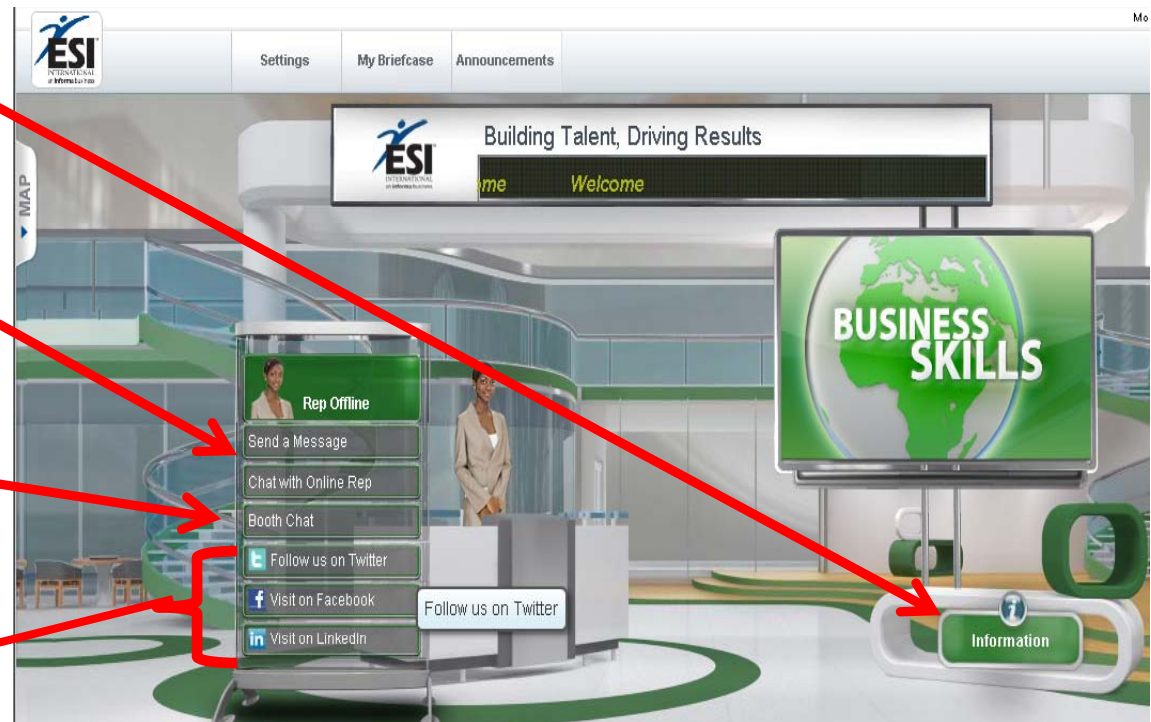
Information and Communication:

Click **Information** to learn about the booth, access the expert chat schedule and view resources, such as webinars.

If you would like to speak with an ESI representative, you can do so clicking **Send a Message** or **Chat with Online Rep.**

You can also chat with a group of people in the booth by clicking **Booth Chat**. The Booth Chat is also where subject matter experts will be hosting live chat sessions.

The booths also have the capabilities to connect to ESI's social networks so you can post a comment on Twitter, Facebook and LinkedIn without leaving the show.



Interacting with Booth Reps

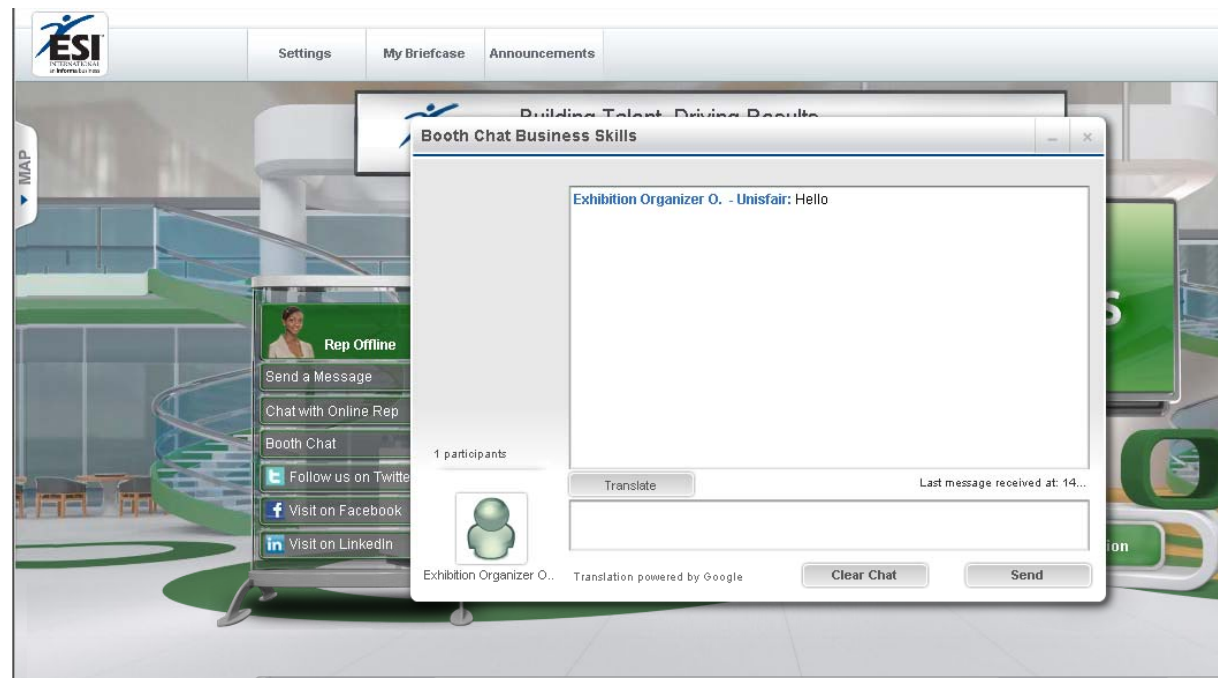


Booth Chat:

ESI representatives are available in most booths to answer questions.

If the **Rep Online** indicator is on, you can initiate a chat by clicking **Chat with Online Rep**. Talk to the rep by typing in the text box and hitting send.

If a representative is not online, send them a message and they will respond at a later time

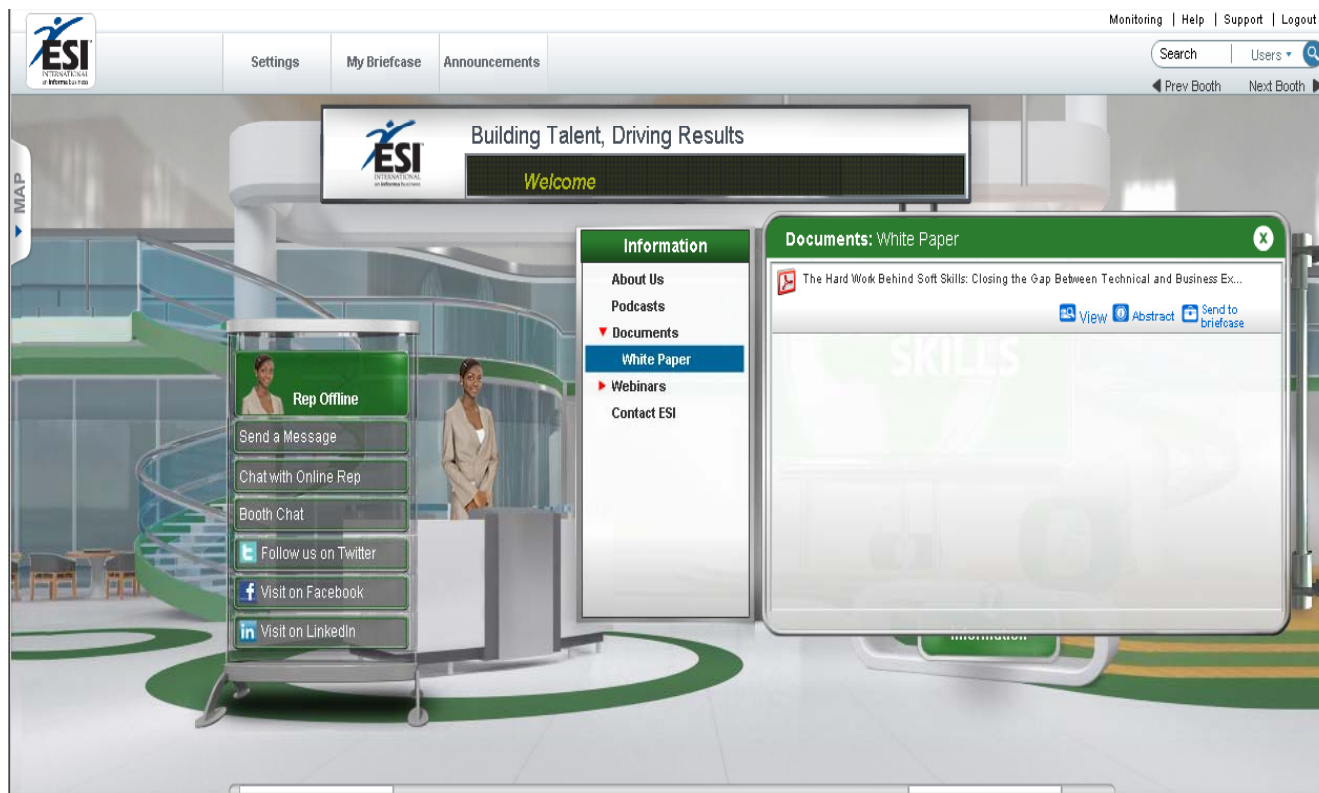


Viewing the Information Kiosk



Information Kiosk:

Each booth has a unique set of information available and categorized by type. Information may include webinars, white papers, articles, case studies, podcasts and more.

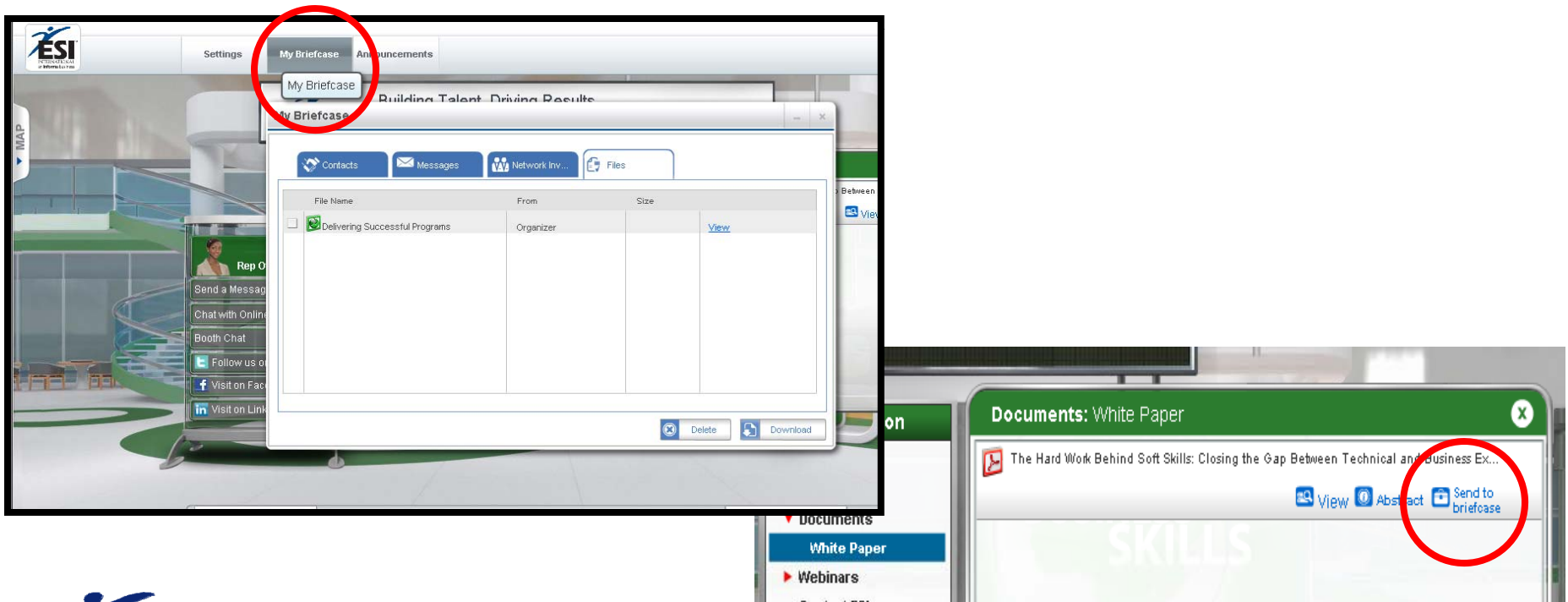


My Briefcase

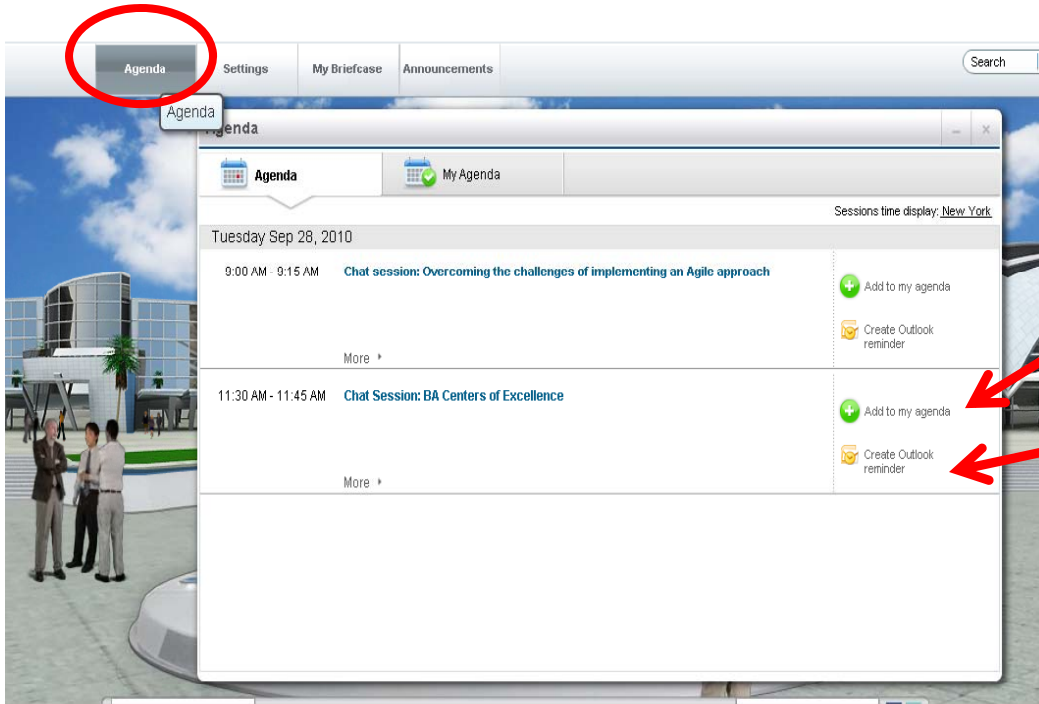


Briefcase:

Your Briefcase allows you to store white paper, case studies or other files that you have viewed during the event. After the event they can easily be downloaded to your desktop in a single zip file. It also keeps a record of your messages, contacts and event reminders. The briefcase can be accessed from any location in the show by clicking **My Briefcase** at the top tool bar.



Agenda



Agenda:

The Agenda tab allows you to see when and where Expert chats will be taking place.

By clicking **Add to my agenda** you are able to build your personal agenda based on the sessions you would like to participate in.

Click **Create Outlook reminder** to agenda items to your outlook calendar.

Search Content



Search Function:

At any point during your visit in the virtual event, you can search content by typing in the search box located in the top right corner of the screen.



Network with Attendees

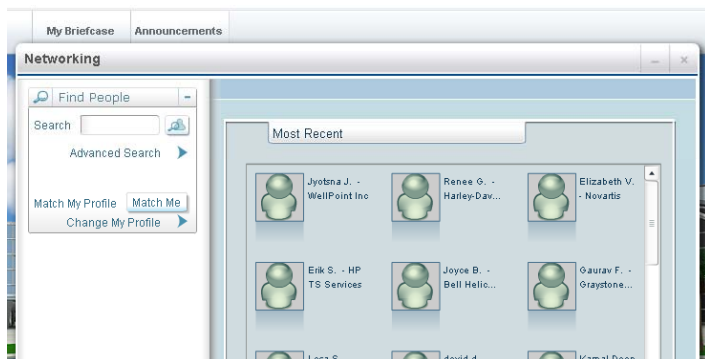
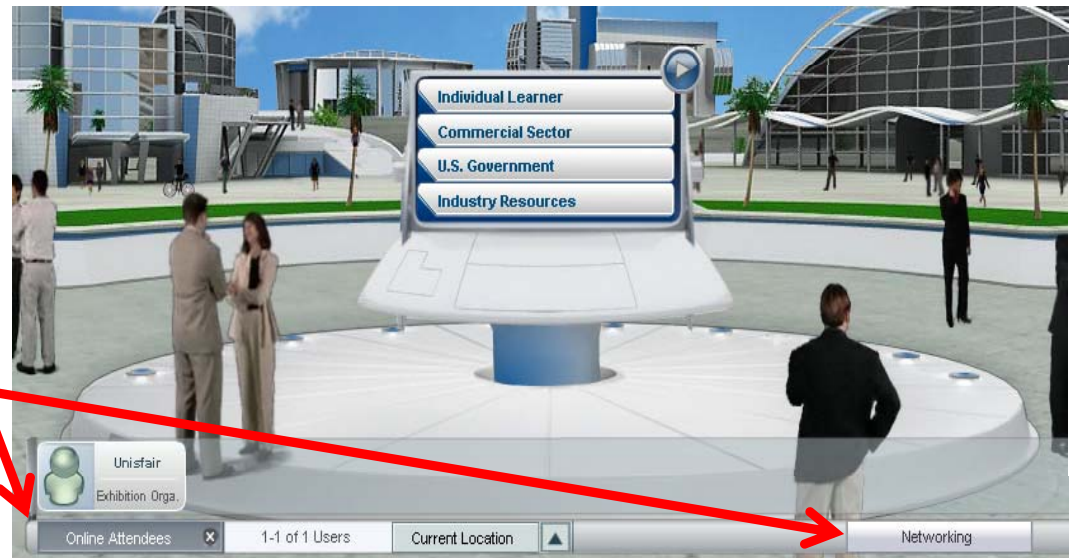


Online Attendees:

Besides Booth Chat, you can also learn who is in your current show location by clicking **Online Attendees** at the bottom of the screen.

Networking:

By clicking on **Networking** at the bottom of the screen, you will be able to update your profile and find people in the virtual show with similar profiles.

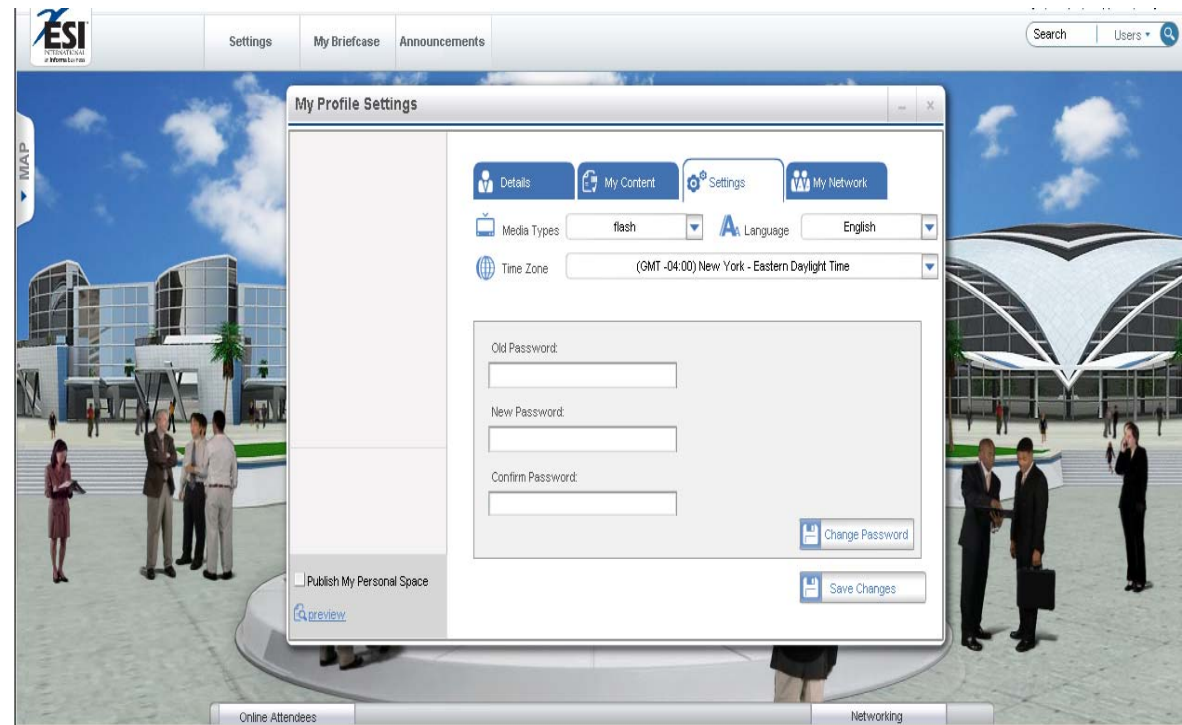


Settings



Settings:

The Settings button is where you can update or change your time zone, personal profile and more.



Getting Help



Support:

If you need assistance at any time, click on the top right corner. A support ticket will be opened and you will receive an email with your case number.

The support link will also detect any missing components in your computer, the first step in any troubleshooting activity.





For additional information about IMPACT 2010,
visit www.esi-intl.com/IMPACT2010 or email impact@esi-intl.com.